

5.6.3.4 Change Management

As part of the Quality Assurance approach, the Bidder shall describe a system Change Management process. The Change Management process shall identify the steps that allow changes to be identified, evaluated, priced, and tracked through closure. The first component of this requirement is to describe methods for identifying changes, evaluating these issues, determining the impact of these issues on the project, and reporting these critical issues to the State in a timely manner. The second component of this requirement is to describe processes and procedures, as well as an automated system, to report and track changes at the project level. The Change Management process shall include all changes to all aspects of the project, and must be in effect throughout the project life cycle.

The Proposal shall describe the staff that will be involved in the change process, including the staff member ultimately responsible for authorizing changes to the California EBT Project. The Proposal must provide procedures for a well-defined, authoritative State role in the Change Management process. The Contractor must notify the State of any proposed change to the system in advance of making that change, even if the change is made in response to FNS requirements and even if the Contractor believes that the proposed change should not adversely impact EBT operations in California. Before any changes are made to the system, change requests shall be provided to the State Change Control Board for approval. Change requests shall include problems, areas affected, issues, recommended solutions, anticipated costs, all anticipated man-hours, and projected implementation timelines. The Contractor shall also accept change requests from the State per the provisions of the contract.

Bidder understands and will comply: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

5.6.3.5 Deliverable Development and Review

The Bidder shall describe its internal deliverable review processes for assurance of deliverable quality. This must include all internal checks and reviews performed prior to system implementation, and should indicate the staff responsible at each stage of review. In addition to this description, the Bidder must also address the process of deliverable development. At the beginning of the project, the Contractor will work with the State to review and thoroughly define all deliverable requirements. In this section, the Bidder must describe how this will be accomplished.

Bidder understands and will comply: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____